

Connect America Phase II Challenge Process Form
OMB Control Number 3060-1188
FCC Form 505

Filing Entity: TDS BAJA BROADBAND, LLC (aka Baja Broadband Holding Company)

FRN (if applicable): 22516330

Name of Person Filling Out Form: Timothy Ulrich

Mailing Address of Person Filling Out Form: 525 Junction Road, Madison, Wisconsin, 53717

Email Address of Person Filling Out Form: timothy.ulrich@tdstelecom.com

Phone Number of Person Filling Out Form: 608-664-4114

Name of Person Certifying Data within Form: Andrew Petersen

Mailing Address of Person Certifying Data within Form: 525 Junction Road, Madison, Wisconsin, 53717

Email Address of Person Certifying Data within Form: andrew.petersen@tdstelecom.com

Phone Number of Person Certifying Data within Form: 608-664-4155

Census Block 15 Digit FIPS Code	State	Name of Entity Making Initial Challenge	FRN of Entity Making Initial Challenge (if provided)	Insert X if Speed Criteria is at Issue	Insert X if Usage Allowance Criteria is at Issue	Insert X if Latency Criteria is at Issue	Insert X if Price Criteria is at Issue	Insert X if Voice Criteria is at Issue	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
80690028011020	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028012039	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028012054	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028012060	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028012092	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028012105	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028013074	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028021070	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028023048	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028023050	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028023056	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028024031	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028024056	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028031071	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028031073	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		

Census Block 15 Digit FIPS Code	State	Name of Entity Making Initial Challenge	FRN of Entity Making Initial Challenge (if provided)	Insert X if Speed Criteria is at Issue	Insert X if Usage Allowance Criteria is at Issue	Insert X if Leasing Criteria is at Issue	Insert X if Price Criteria is at Issue	Insert X if Voice Criteria is at Issue	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
80690028031074	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80690028031098	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80839693001001	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80839693001060	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80839693003034	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80839694001000	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80839694001013	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80839694001018	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80839694001025	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
80839694001061	CO	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350350003041074	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350350003041075	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350350004011016	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350350004021037	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350350004021043	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		

Census Block 15 Digit FIPS Code	State	Name of Entity Making Initial Challenge	FRN of Entity Making Initial Challenge (if provided)	Insert X if Speed Criteria is at Issue	Insert X if Usage Allowance Criteria is at Issue	Insert X if Latency Criteria is at Issue	Insert X if Price Criteria is at Issue	Insert X if Voice Criteria is at Issue	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
350350004024011	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350350004024037	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350350004024042	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350350065002035	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
35035006011117	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
35035006021042	NM	CenturyLink	0018626853					X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350150004011042	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350150007001082	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350150007001099	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350150007002698	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350150007004830	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279603001533	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279603001849	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279603002038	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279603002049	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		

Census Block 15 Digit FIPS Code	State	Name of Entity Making Initial Challenge	FRN of Entity Making Initial Challenge (if provided)	Insert X if Speed Criteria is at Issue	Insert X if Usage Allowance Criteria is at Issue	Insert X if Latency Criteria is at Issue	Insert X if Price Criteria is at Issue	Insert X if Voice Criteria is at Issue	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
350279603002133	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279603002143	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279603002176	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002031	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002204	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002220	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002221	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002232	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002272	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002286	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002302	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002320	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002357	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002389	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002390	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		

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350279604002404	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279604002422	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606001002	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606001012	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606002000	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606002010	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606002019	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606002026	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606004033	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606004034	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606004041	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606004043	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279606004181	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279608001027	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		
350279608001029	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D-Advertising Materials; App E-Pricing and Performance Measures Materials		

Census Block 15 Digit FIPS Code	State	Name of Entity Making Initial Challenge	FRN of Entity Making Initial Challenge (if provided)	Insert X if Speed Criteria is at Issue	Insert X if Large Allowance Criteria is at Issue	Insert X if Latency Criteria is at Issue	Insert X if Price Criteria is at Issue	Insert X if Voice Criteria is at Issue	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
350279608001038	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D- Advertising Materials; App E-Pricing and Performance Measures Materials		
350279608001111	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D- Advertising Materials; App E-Pricing and Performance Measures Materials		
350279608002004	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D- Advertising Materials; App E-Pricing and Performance Measures Materials		
350279608002037	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D- Advertising Materials; App E-Pricing and Performance Measures Materials		
350279608002054	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D- Advertising Materials; App E-Pricing and Performance Measures Materials		
350279608002067	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D- Advertising Materials; App E-Pricing and Performance Measures Materials		
350279608002071	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D- Advertising Materials; App E-Pricing and Performance Measures Materials		
350279608002094	NM	Windstream	0014400220	X	X	X	X	X	App A-Declaration of Manager; App B-Customer Counts; App C-Network Plant Maps; App D- Advertising Materials; App E-Pricing and Performance Measures Materials		

Certifications and Additional Information

OMB Control Number 3060-1188

Accuracy and Due Diligence Certification

All Filers Must Fill Out

By initialing below, I certify that all statements contained in the attached form are true and accurate to the best of my knowledge, and that I have undertaken due diligence to obtain knowledge regarding these claims.

Certifier's Initials:

Andrew S. Petersen, TDS Telecom, Vice-President, External Affairs & Communications

Date:

AS
11/5/2014

Notice of Challenge Certification

(Served to Unserved and Unserved to Served Challengers Fill Out One of the Following Blocks - Respondents Do Not Fill Out)

Service of Notice Successful

By initialing below, I certify that notice of this challenge has been served on all interested parties.

Certifier's Initials:

Date:

Service of Notice Unsuccessful

By initialing below I certify that, following a good faith effort, I was unable to serve notice of this challenge on all interested parties due to lack of information regarding the address of such parties.

Name of Party/Parties

that Could Not Be

Served:

Certifier's Initials:

Date:

The certifications on this page are subject to the penalties for false statements under 18 U.S.C. 1001.

Attachment A

Declaration of Timothy W. Ulrich
Manager-Federal Affairs (ILEC & Cable)

Declaration of Timothy W. Ulrich

1. My name is Timothy W. Ulrich. I am currently Manager-Federal Affairs for TDS Telecommunications Corporation (TDS Telecom) including TDS Baja Broadband LLC (aka Baja Broadband Holding Company)—referred herein as TDS Baja Broadband.¹ My responsibilities include, among others matters, managing the federal activities including the preparation and filing of data for the National Broadband Map, assessing the competitive nature of our ILEC and cable markets, analyzing the results of the Connect America Cost Model, and overseeing the mapping of exchange boundaries.
2. The purpose of this Declaration is to respond to Windstream's and CenturyLink's served-to-unserved challenge of TDS Baja Broadband census block(s) listed in accompanying Form 505. In each of those census blocks, TDS Baja Broadband (an unsubsidized fixed broadband provider) currently has customers, or previously had customers, providing fixed voice and/or broadband service at speeds greater than 4 Mbps downstream and 1 Mbps upstream, meets the broadband performance standards (usage and latency), pricing requirements, and can provision voice and broadband services to these customers in the required timeframes.
3. TDS Baja Broadband's Response is based upon the factual information I ascertained and verified from TDS Telecom's Manager-Billing Operations, Manager-Network Infrastructure Planning, GIS II Senior Specialist, Consumer Marketing, and Manager-Network Consultant responsible for Baja Broadband matters.
4. This Declaration is based upon my review and verification of the following facts, data, and analysis that I personally oversaw.

¹ On August 1, 2013, TDS[®] acquired the assets of Baja Broadband, LLC. This TDS subsidiary is now known as TDS Baja Broadband LLC.

- (a) Form 477: TDS Baja Broadband's most recent FCC Form 477 (March 2014) certifies that voice service is provided in the states where these census blocks are located (Colorado and New Mexico).
- (b) National Broadband Map Data: TDS Baja Broadband's most recent set of geocoded data (July 2014) submitted for the National Broadband Map certifies that there are serviceable addresses in each of these census blocks providing broadband services at speeds of greater than 50Mbps downstream and greater than 10Mbps upstream.
- a. For the purposes of this filing, only those census blocks that had current and/or prior customers are being responded to, and I verified that fixed voice and broadband service is or can be provided to a customer in the specified period of time.
- (c) Customer Counts: All of the addresses of TDS Baja Broadband current and past customers were identified within each census block. For the 83 census blocks listed in the accompanying Form 505, there are 500 serviceable addresses of current customers and past/prior customers (see Attachment B for Customer Counts)
- (d) Customer Bills/Records: Customer bills and customer account numbers were extracted and verified that TDS Baja Broadband does have current customers or previously had customers in these census blocks and that each were served with broadband technology and/or voice services as defined by the FCC's standards.
- a. Per the FCC's guidance to "exercise an abundance of caution when contemplating using customer records to support a claim" and the vast number of census blocks in the accompanying Form 505, it was determined not to file customer bills for privacy concerns especially since detailed network maps were filed that visually depict the location of the

addresses of current and past/prior customers that receive, or have received, voice and/or broadband service from TDS Baja Broadband.²

- b. While we chose not to file the numerous customer bills, I do attest that the bills and records do exist showing that there are/were current and past/prior customers that have or can receive voice and/or broadband service at the addresses within these census blocks. Also, I verified that these customers are currently offered fixed voice and broadband services in each of these census blocks as documented in Attachments D and E.

- (e) Network Plant Maps: Network maps that plot the service nodes and actual location of all of the TDS Baja Broadband's current and past/prior customers located in these census blocks were prepared, reviewed and verified that the geocoded current and past/prior customers addresses actually reside in these census blocks. Also, I verified with the network engineers that each of these census blocks are served by DOCSIS 3.0 that meet the required speed, latency and usage requirements. (See Attachment C for the network maps.)

- (f) Service Offerings: Advertising materials were reviewed and verified that fixed voice and broadband service offerings are currently being offered to the addresses located within the census blocks listed in the accompanying Form 505. (See Attachment D for advertising materials.)

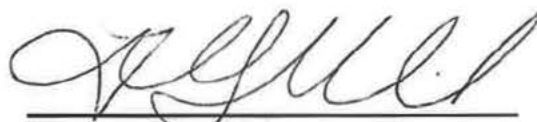
- (g) Price and Performance Measures: Pricing materials were reviewed and verified that the non-promotional rates for voice and broadband services in these census blocks are reasonably comparable to prices in urban areas. Specifically, I verified that the non-promotional (retail) price for unlimited basic voice is \$42.95 and for

² FCC's *A Basic Guide to the Connect America Phase II Challenge Process*, July 31, 2014, pg. 9. "In submitting this information, be sure to take care to protect any competitively sensitive information or information that implicates customer privacy. Due to rules governing the disclosure of Customer Proprietary Network Information (CPNI), you should exercise an abundance of caution when contemplating using customer records to support a claim. Note that CPNI rules apply even if the information is submitted confidentially." [page 9].

high-speed broadband (5Mbps) it is \$38 for each area. Also, TDS Baja Broadband's Internet Service Disclosures and Network Practices document specifically confirms that it meets the required usage thresholds and latency performance standards (See Attachment E for pricing and performance measure materials.)

5. DECLARATION: Based upon my review of the aforementioned factual data, records and documents, I reasonably state that TDS Baja Broadband has undertaken due diligence to provide evidence that it is offering fixed voice and broadband service to customers within the census blocks that are the subject of this filing at the required speeds, latency, usage, and reasonably comparable prices for these census blocks to be considered as being served by an unsubsidized competitor. Therefore, the census blocks identified in the accompanying FCC Form 505 should be deemed as served by an unsubsidized competitor counter to Windstream's and CenturyLink's serve-to-unserved challenge, and should not be included on the list of areas eligible for CAF Phase II support.

I declare that the foregoing is true to the best of my knowledge, information, and belief.



Timothy W. Ulrich
Manager-Federal Affairs
ILEC & Cable

Dated: *November 6, 2014*

Attachment B

Customer Counts

All of the addresses of TDS Baja Broadband current and past/prior customers were identified and tabulated for each census block listed in the accompanying Form 505. Please see following tables for counts of current and past customers.

Census Block	Number of Current Customers	Number of Past/Prior Customers (Serviceable but Disconnected)
80690028011020	20	10
80690028012039	1	
80690028012054	1	1
80690028012060	1	1
80690028012092	2	1
80690028012105	1	
80690028013074	1	1
80690028021070		1
80690028023048	1	
80690028023050	1	1
80690028023056		1
80690028024031	4	
80690028024056	3	
80690028031071		2
80690028031073	1	
80690028031074	1	1
80690028031098	1	1
80839693001001	2	1
80839693001060	1	
80839693003034		1
80839694001000		1
80839694001013	1	1
80839694001018	1	1
80839694001025	2	
80839694001061	1	1
350150004011042	2	2
350150007001082	3	2
350150007001099	1	
350150007002698	1	1
350150007004830	2	1
350279603001533	1	1
350279603001849	14	15
350279603002038	7	22
350279603002049		1
350279603002133	5	7
350279603002143	4	6
350279603002176		1

Census Block	Number of Current Customers	Number of Past/Prior Customers (Serviceable but Disconnected)
350279604002031	1	
350279604002204	2	
350279604002220	6	2
350279604002221	4	
350279604002232	1	
350279604002272	1	
350279604002286	1	
350279604002302	4	1
350279604002320		1
350279604002357	1	1
350279604002389	1	
350279604002390	8	2
350279604002404	11	16
350279604002422	3	7
350279606001002	1	2
350279606001012	3	4
350279606002000	15	6
350279606002010	3	2
350279606002019	5	3
350279606002026	1	1
350279606004033	1	1
350279606004034	1	2
350279606004041	5	
350279606004043	22	8
350279606004181	4	3
350279608001027	10	4
350279608001029	6	4
350279608001038	4	
350279608001111	2	5
350279608002004	4	7
350279608002037	13	3
350279608002054	14	23
350279608002067	5	5
350279608002071	8	8
350279608002094		1
350350003041074	1	2
350350003041075	1	1
350350004011016	1	
350350004021037	3	1

Census Block	Number of Current Customers	Number of Past/Prior Customers (Serviceable but Disconnected)
350350004021043	4	
350350004024011	2	2
350350004024037	2	2
350350004024042	3	
350350005002035	5	
350350006011117		1
350350006021042	1	2

Attachment C

Network Plant Maps

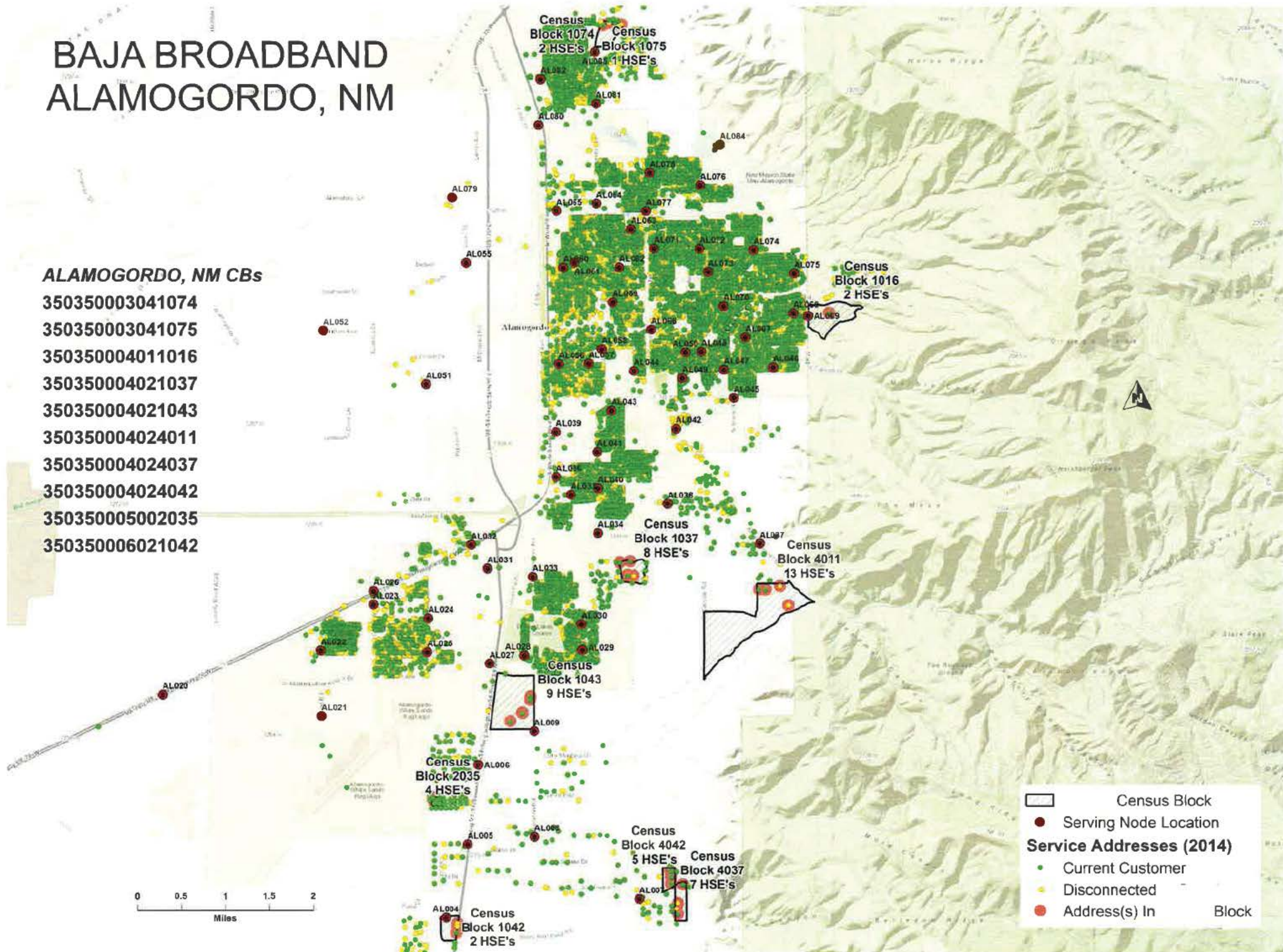
The enclosed network plant maps plot the service nodes and addresses of current and past/prior customers for each census blocks listed in the accompanying Form 505.

See Declaration of Timothy Ulrich for more details on the Network Plant Maps.

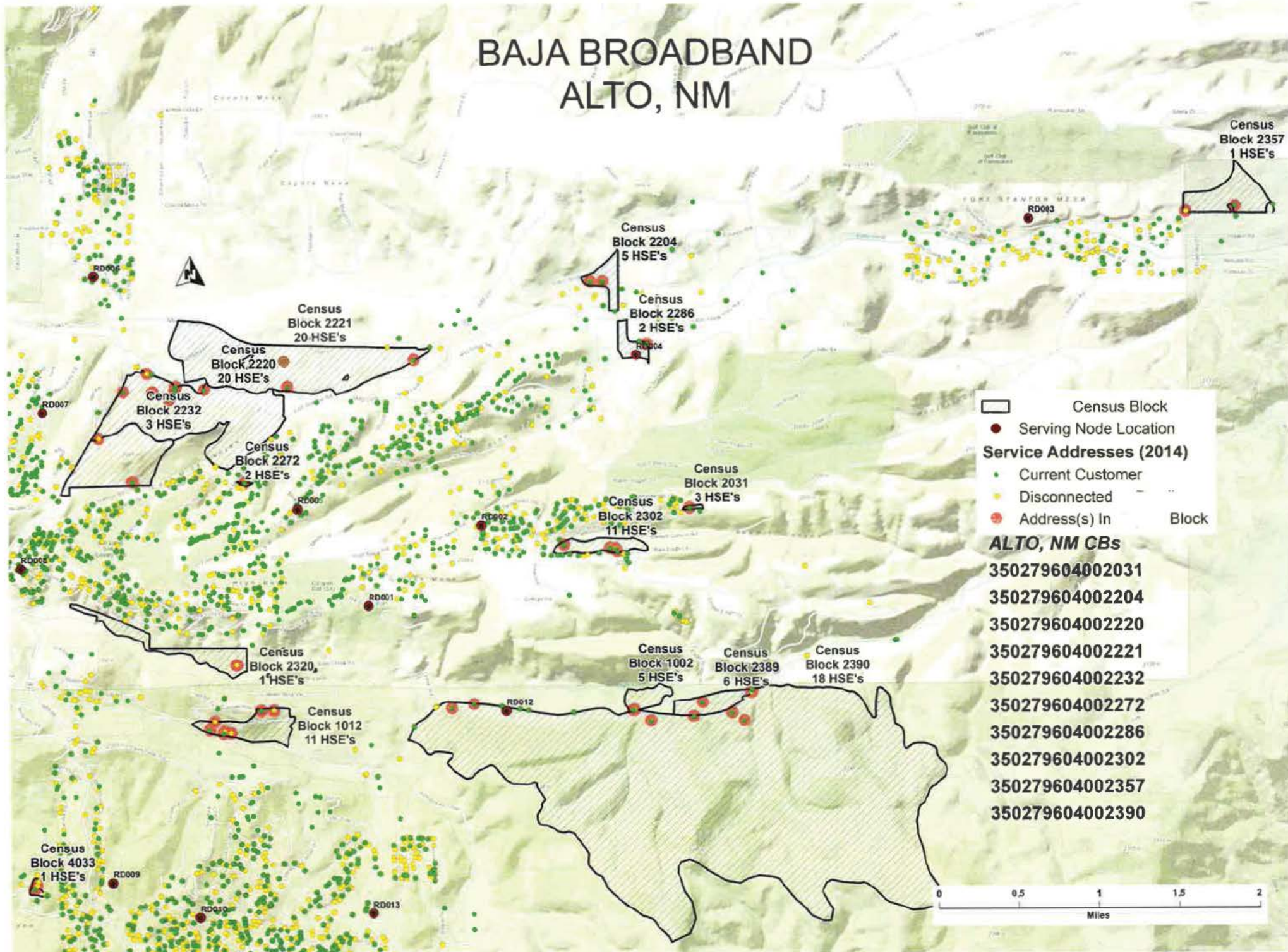
BAJA BROADBAND ALAMOGORDO, NM

ALAMOGORDO, NM CBs

350350003041074
350350003041075
350350004011016
350350004021037
350350004021043
350350004024011
350350004024037
350350004024042
350350005002035
350350006021042



BAJA BROADBAND ALTO, NM



BAJA BROADBAND - CAPITAN, NM

CAPITAN, NM CBs

350279603001533

350279603001849

350279603002038

350279603002049

350279603002133

350279603002143

350279603002176

- Census Block
- Serving Node Location
- Service Addresses (2014)
 - Current Customer
 - Disconnected
 - Address(s) In Block

Census
Block 1533
18 HSE's

Census
Block 2038
56 HSE's

Census
Block 2133
16 HSE's

Census
Block 2143
34 HSE's

Census
Block 2049
1 HSE's

Census
Block 2176
1 HSE's

Census
Block 1849
47 HSE's

0 0.5 1 1.5 2
Miles

BAJA BROADBAND CARLSBAD, NM

CARLSBAD, NM CBs






350150004011042

350150007001082

350150007001099

350150007002698

350150007004830

-  Census Block
-  Serving Node Location
- Service Addresses (2014)**
-  Current Customer
-  Disconnected
-  Address(s) In Block

0 0.5 1 1.5 2
Miles

Census
Block 1042
4 HSE's

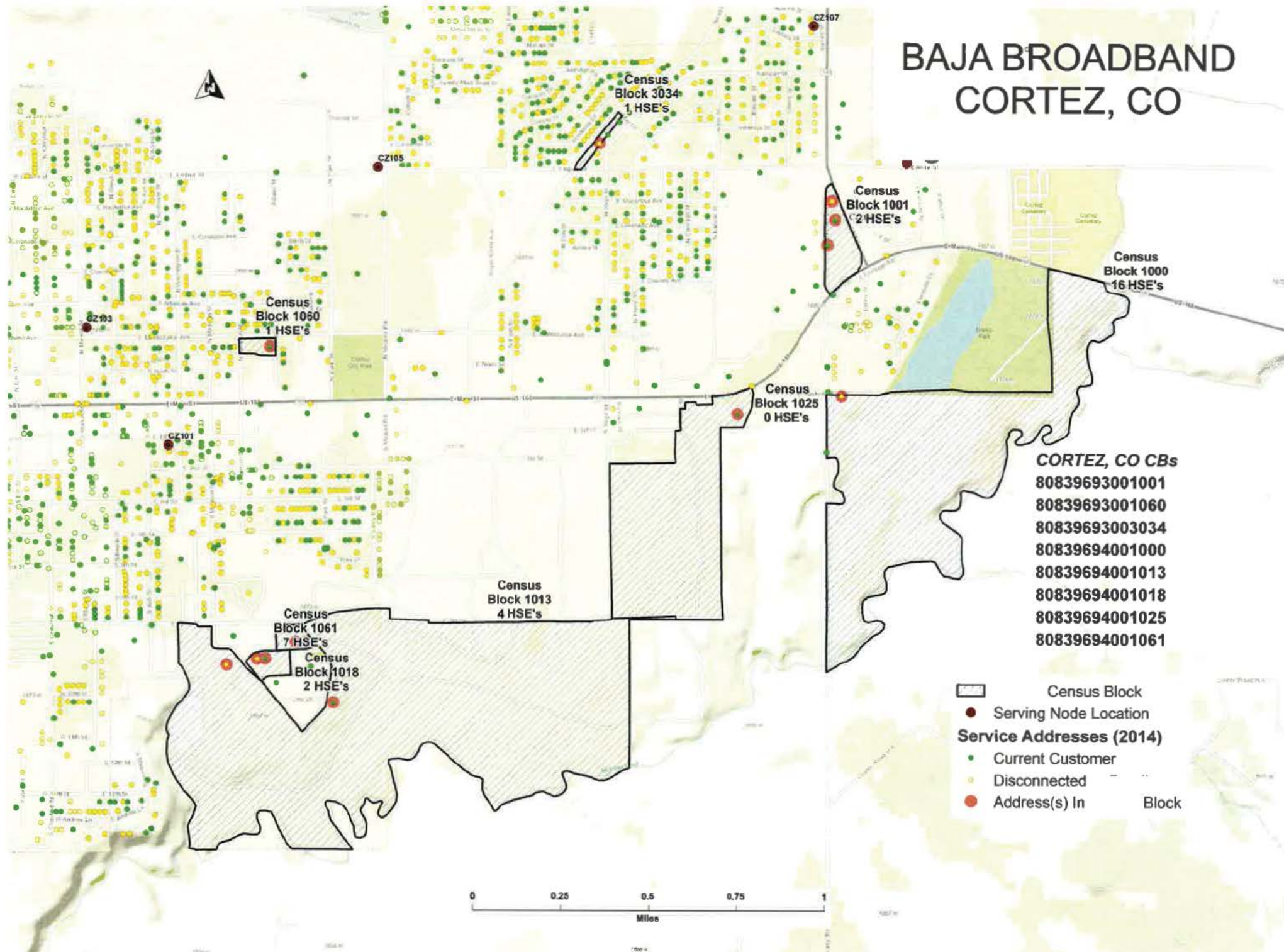
Census
Block 1082
8 HSE's

Census
Block 1099
4 HSE's

Census
Block 4830
3 HSE's

Census
Block 2698
6 HSE's






BAJA BROADBAND CORTEZ, CO

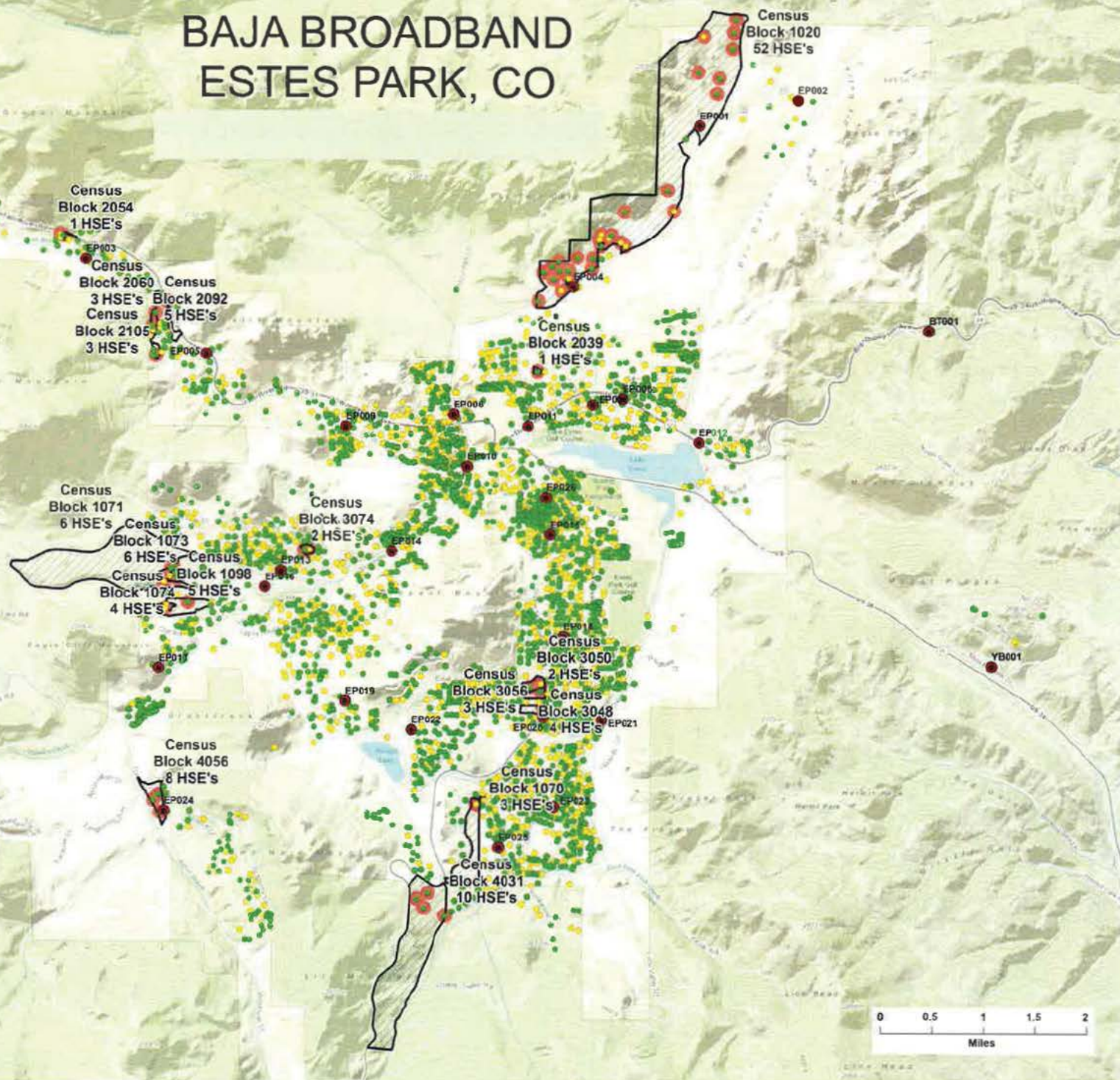


BAJA BROADBAND ESTES PARK, CO

ESTES PARK, CO CBs

80690028011020
80690028012039
80690028012054
80690028012060
80690028012092
80690028012105
80690028013074
80690028021070
80690028023048
80690028023050
80690028023056
80690028024031
80690028024056
80690028031071
80690028031073
80690028031074
80690028031098

-  Census Block
-  Serving Node Location
- Service Addresses (2014)**
-  Current Customer
-  Disconnected
-  Address(s) In Block








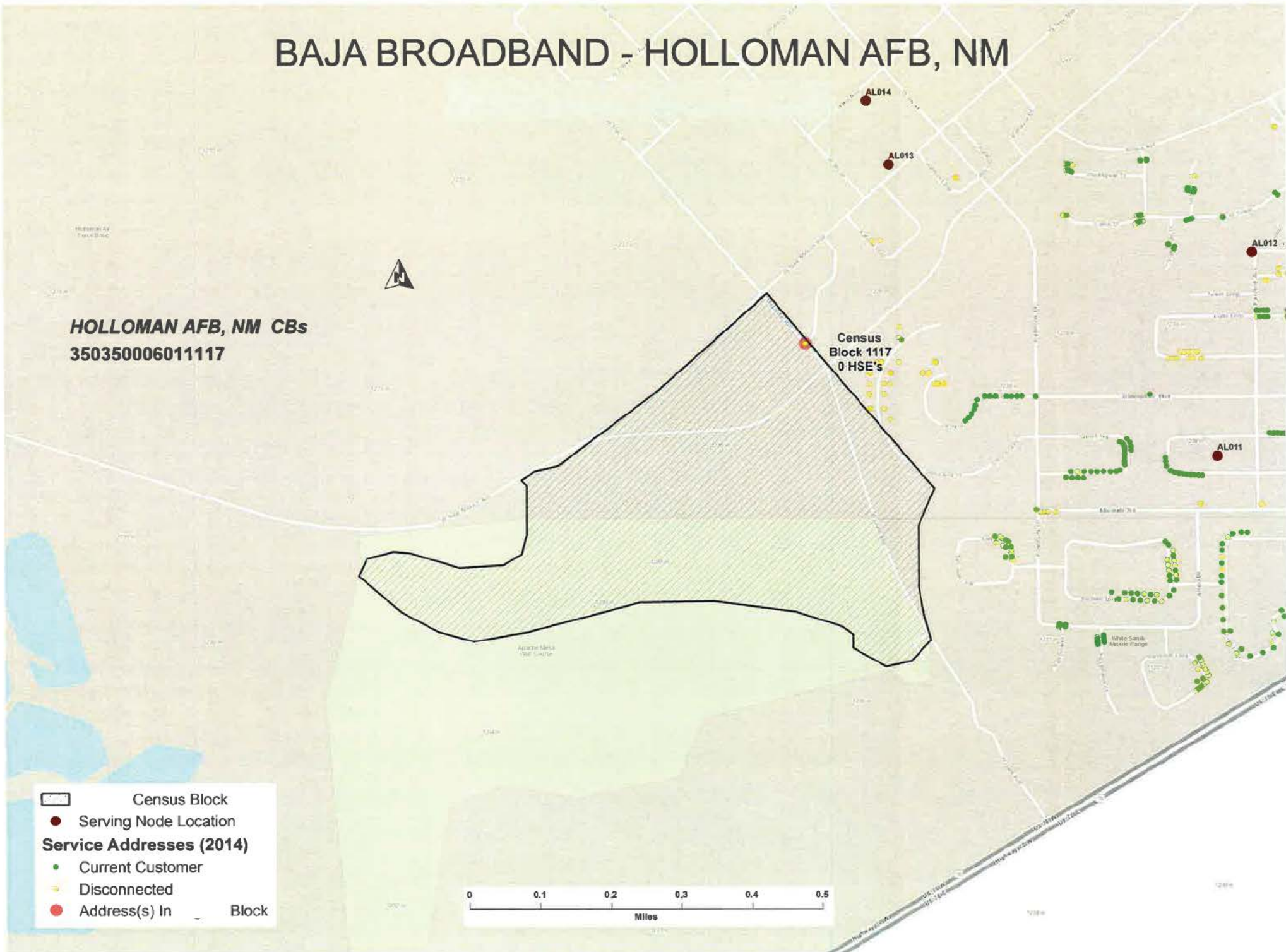
BAJA BROADBAND - HOLLOMAN AFB, NM

HOLLOMAN AFB, NM CBs
350350006011117

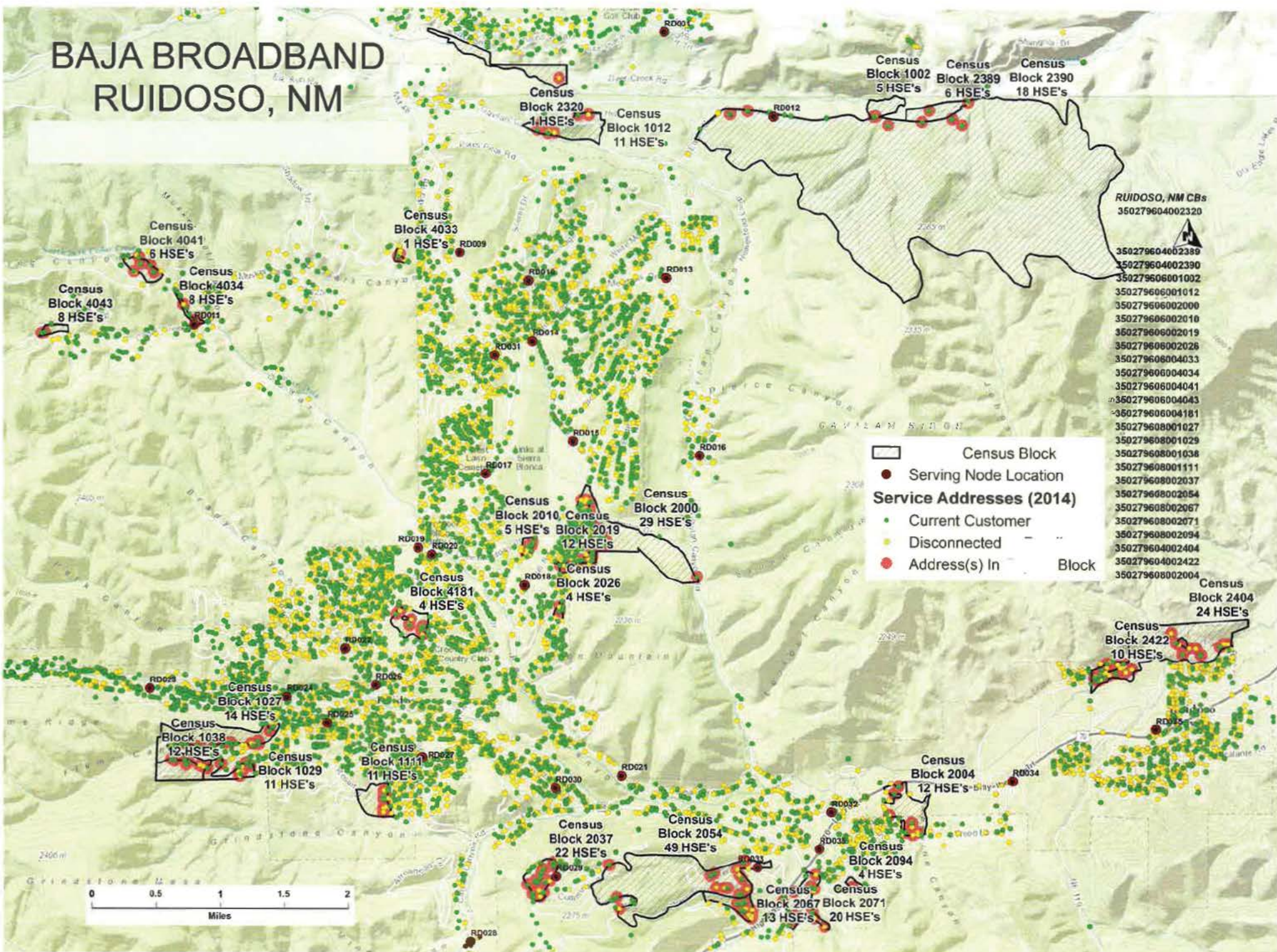


Census
Block 1117
0 HSE's

-  Census Block
-  Serving Node Location
- Service Addresses (2014)**
-  Current Customer
-  Disconnected
-  Address(s) In Block



BAJA BROADBAND RUIDOSO, NM



Attachment D

Advertising Materials

The enclosed advertising materials are screenshots from TDS Baja Broadband's website and are advertised in local media outlets for the census blocks listed in the accompanying Form 505. The materials highlight the service offering of digital phone, high-speed broadband and digital cable service that is offered to all serviceable addresses located in these census blocks.

NOTE: The subsequent advertising materials reference the cities where these census blocks are located and are pertinent to all of the census blocks located in that city. For ease of reference, however, a table is provided that groups the census blocks listed on Form 505 by the city where they are located.

See Declaration of Timothy Ulrich for more details on the Advertising Materials.

For ease of reference, the following tables group the census blocks listed on Form 505 by the city where they are located. The subsequent documents reference the cities where these census blocks are located and are pertinent to all of the census blocks located in that city.

ALAMOGORDO, NM

350350003041074
350350003041075
350350004011016
350350004021037
350350004021043
350350004024011
350350004024037
350350004024042
350350005002035
350350006021042

ALTO, NM

350279604002031
350279604002204
350279604002220
350279604002221
350279604002232
350279604002272
350279604002286
350279604002302
350279604002357
350279604002390

CAPITAN, NM

350279603001533
350279603001849
350279603002038
350279603002049
350279603002133
350279603002143
350279603002176

CARLSBAD, NM

350150004011042
350150007001082
350150007001099
350150007002698
350150007004830

CORTEZ, CO

80839693001001
80839693001060
80839693003034
80839694001000
80839694001013
80839694001018
80839694001025
80839694001061

ESTES PARK, CO

80690028011020
80690028012039
80690028012054
80690028012060
80690028012092
80690028012105
80690028013074
80690028021070
80690028023048
80690028023050
80690028023056
80690028024031
80690028024056
80690028031071
80690028031073
80690028031074
80690028031098

HOLLOMAN AFB, NM

350350006011117

RUIDOSO, NM

350279604002320
350279604002389
350279604002390
350279606001002
350279606001012
350279606002000
350279606002010
350279606002019
350279606002026
350279606004033
350279606004034
350279606004041
350279606004043
350279606004181
350279608001027
350279608001029
350279608001038
350279608001111
350279608002037
350279608002054
350279608002067
350279608002071
350279608002094

RUIDOSO DOWNS, NM

350279604002404
350279604002422
350279608002004

INTERNET TV PHONE BUSINESS SUPPORT FAQs ABOUT US CONTACT



[Home](#) » Alamogordo Services



Alamogordo NM Cable, Internet, & Phone Services

Proudly Serving Alamogordo - Bolas Acres - Holloman Air Force Base - La Luz - Otero County - Tularosa



Baja Broadband Digital Cable

Delivered over an advanced digital, fiber-optic platform, Baja brings you the best in cable TV programming. With Baja's Digital Cable, you get more of the entertainment options you love with:

- Up to 200 channels of exciting programming.
- Multiple screens of premium programming from HBO, Showtime Unlimited, The Movie Channel, STARZ, and much more.
- 45 commercial-free music channels.
- Interactive on-screen program guide.

Baja HDTV and DVR Service

Let your TV act like a home theater and get a true cinematic experience with Baja's High-Definition programming and DVR service.

- Record, pause, & rewind live TV with Baja's DVR service.
- Watch a live show while recording another, record two shows at the same time and maintain a library of your favorite programs with 20-90 hours of recording capacity.



Baja Broadband High-Speed Internet

Baja's High-Speed Internet Service lets you surf and download huge files at blazing fast speed without the hassle of dialing-up to access the Internet.

- Fastest speeds around, up to 100 Mbps!
- Always-on connection that doesn't tie up your phone line.
- Up to 5 e-mail boxes with 500 MB of storage.
- The ability to share photos and videos on your own web page.
- Access to superior security features for Pop-Up Blockers, Anti-Virus, Anti-Spam, and Anti-Spyware software.



Baja Broadband Digital Phone Service

With Baja's Home Phone Service, you can get:

- Unlimited local and long distance calling across all 50 states in the U.S., Puerto Rico, Guam & the U.S. Virgin Islands.
- All the popular calling features.
- Enhanced 911 that automatically transmits your address and phone number to emergency services.
- Easy installation that works with your existing phones and jacks. You can even keep your current phone number!

[CLICK HERE](#) for Baja's Home Phone Calling Rates.

Channel Lineups

Digital Full Basic Cable

Basic HD Tier*

HD Tier*

Digital Family Tier

Contact Us

Media Relations Team



Local Contact Information

Customer Care #: 877-422-5282

Office & Payment Center

Address:
901 N. Florida Avenue
Alamogordo, NM 88510

Office Hours (MST):
Mon-Fri 8:30 am - 5:30 pm

Telephone Hours (MST):
Mon-Fri 7:00 am - 8:00 pm,
Saturday 8:00 am - 6:00 pm

INTERNET TV PHONE BUSINESS SUPPORT FAQs ABOUT US CONTACT



Home » Ruidoso Services



Ruidoso New Mexico Cable, Internet, & Phone Services

Proudly Serving Alto • Capitan • Lincoln County • Ruidoso • Ruidoso Downs



Baja Broadband Digital Cable

Delivered over an advanced digital, fiber-optic platform, Baja brings you the best in cable TV programming. With Baja's Digital Cable, you get more of the entertainment options you love with:

- Up to 200 channels of exciting programming.
- Multiple screens of premium programming from HBO, Showtime Unlimited, The Movie Channel, STARZ, and much more.
- 45 commercial-free music channels.
- Interactive on-screen program guide.

Baja HDTV and DVR Service

Let your TV act like a home theater and get a true cinematic experience with Baja's High-Definition programming and DVR service.

- Record, pause, & rewind live TV with Baja's DVR service.
- Watch a live show while recording another, record two shows at the same time and maintain a library of your favorite programs with 20-20 hours of recording capacity.



Baja Broadband High-Speed Internet

Baja's High-Speed Internet Service lets you surf and download huge files at blazing fast speed without the hassle of dialing-up to access the Internet.

- Fastest speeds around, up to 100 Mbps!
- Always-on connection that doesn't tie up your phone line.
- Up to 5 e-mail boxes with 500 MB of storage.
- The ability to share photos and videos on your own web page.
- Access to superior security features for Pop-Up Blockers, Anti-Virus, Anti-Spam, and Anti-Spyware software.



Baja Broadband Digital Phone Service

With Baja's Home Phone Service, you can get:

- Unlimited local and long distance calling across all 50 states in the U.S., Puerto Rico, Guam & the U.S. Virgin Islands.
- All the popular calling features.
- Enhanced 911 that automatically transmits your address and phone number to emergency services.
- Easy installation that works with your existing phones and jacks. You can even keep your current phone number!

[CLICK HERE](#) for Baja's Home Phone Calling Rates.

Channel Lineups

Digital Full Basic Cable

Basic HD Tier*

HD Tier*

Contact Us

Media Relations Team



Local Contact Information

Customer Care #: 877-422-5282

Office & Payment Center

Address:
117 Vision Dr.
Ruidoso, NM 86345

Office Hours (MST):

Mon-Fri 8:00 am - 5:00 pm

Telephone Hours (MST):

Mon-Fri 7:00 am - 8:00 pm

Saturday 8:00 am - 8:00 pm

Equipment drop box available 24/7

outside office location.

(Equipment returns via drop box will be processed on the next business day)

INTERNET TV PHONE BUSINESS SUPPORT FAQs ABOUT US CONTACT



Home » Carlsbad Services



Carlsbad New Mexico Cable, Internet, & Phone Services

Proudly Serving Carlsbad - Eddy County - Loving



Baja Broadband Digital Cable

Delivered over an advanced digital, fiber-optic platform, Baja brings you the best in cable TV programming. With Baja's Digital Cable, you get more of the entertainment options you love with:

- Up to 200 channels of exciting programming.
- Multiple screens of premium programming from HBO, Showtime Unlimited, The Movie Channel, STARZ, and much more.
- 45 commercial-free music channels.
- Interactive on-screen program guide.

Baja HDTV and DVR Service

Let your TV act like a home theater and get a true cinematic experience with Baja's High-Definition programming and DVR service.

- Record, pause, & rewind live TV with Baja's DVR service.
- Watch a live show while recording another, record two shows at the same time and maintain a library of your favorite programs with 20-90 hours of recording capacity.



Baja Broadband High-Speed Internet

Baja's High-Speed Internet Service lets you surf and download huge files at blazing fast speed without the hassle of dialing-up to access the Internet.

- Fastest speeds around, up to 100 Mbps!
- Always-on connection that doesn't tie up your phone line.
- Up to 5 e-mail boxes with 500 MB of storage.
- The ability to share photos and videos on your own web page.
- Access to superior security features for Pop-Up Blockers, Anti-Virus, Anti-Spam, and Anti-Spyware software.



Baja Broadband Digital Phone Service

With Baja's Home Phone Service, you can get:

- Unlimited local and long distance calling across all 50 states in the U.S., Puerto Rico, Guam & the U.S. Virgin Islands.
- All the popular calling features.
- Enhanced 911 that automatically transmits your address and phone number to emergency services.
- Easy installation that works with your existing phones and jacks. You can even keep your current phone number!

[CLICK HERE](#) for Baja's Home Phone Calling Rates.

Channel Lineups

Digital Full Basic Cable

Digital Family Tier

Digital Sports Tier

Contact Us

Media Relations Team



Local Contact Information

Customer Care: 877-422-5282

Office & Payment Center

Address:

1092 N Canal
Carlsbad, NM 88220

Office Hours (MST):

Mon-Thurs 8:30 am – 5:00 pm
Friday 9:00 am – 5:00 pm

Telephone Hours (MST):

Mon-Fri 7:00 – 8:00 pm
Saturday 8:00 am – 6:00 pm

INTERNET TV PHONE BUSINESS SUPPORT FAQs ABOUT US CONTACT



Home » Cortez Services



Cortez Co. Cable, Internet, & Phone Services

Proudly Serving Cortez



Baja Broadband Digital Cable

Delivered over an advanced digital, fiber-optic platform, Baja brings you the best in cable TV programming. With Baja's Digital Cable, you get more of the entertainment options you love with:

- Up to 200 channels of exciting programming.
- Multiple screens of premium programming from HBO, ShowTime Unlimited, The Movie Channel, STARZ, and much more.
- 45 commercial-free music channels.
- Interactive on-screen program guide.

Baja HDTV and DVR Service

Let your TV act like a home theater and get a true cinematic experience with Baja's High-Definition programming and DVR service.

- Record, pause, & rewind live TV with Baja's DVR service.
- Watch a live show while recording another, record two shows at the same time and maintain a library of your favorite programs with 20-90 hours of recording capacity.



Baja Broadband High-Speed Internet

Baja's High-Speed Internet Service lets you surf and download huge files at blazing fast speed without the hassle of dialing-up to access the Internet.

- Fastest speeds around, up to 100 Mbps!
- Always-on connection that doesn't tie up your phone line.
- Up to 5 e-mail boxes with 500 MB of storage.
- The ability to share photos and videos on your own web page.
- Access to superior security features for Pop-Up Blockers, Anti-Virus, Anti-Spam, and Anti-Spyware software.



Baja Broadband Digital Phone Service

With Baja's Home Phone Service, you can get:

- Unlimited local and long distance calling across all 50 states in the U.S., Puerto Rico, Guam & the U.S. Virgin Islands.
- All the popular calling features.
- Enhanced 911 that automatically transmits your address and phone number to emergency services.
- Easy installation that works with your existing phones and jacks. You can even keep your current phone number!

[CLICK HERE](#) for Baja's Home Phone Calling Rates.

Channel Lineups

Digital Full Basic Cable

Basic HD Tier*

HD Tier*

Baja Digital Sports Tier

Digital Fantasy Tier

Contact Us

Media Relations Team



Local Contact Information

Customer Care #: 877-422-5282

Office & Payment Center

Address:

219 E. 1st St.

Cortez, CO 81321

Office Hours (MST):

Mon-Fri 8:00 am - 5:00 pm

Telephone Hours (MST):

Mon-Fri 7:00 am - 8:00 pm

Saturday 8:00 am - 6:00 pm

INTERNET TV PHONE BUSINESS SUPPORT FAQs ABOUT US CONTACT



Home » Estes Park Services



Estes Park Cable, Internet, & Phone Services

Proudly Serving Estes Park - Larimer County



Baja Broadband Digital Cable

Delivered over an advanced digital, fiber-optic platform, Baja brings you the best in cable TV programming. With Baja's Digital Cable, you get more of the entertainment options you love with:

- Up to 200 channels of exciting programming.
- Multiple screens of premium programming from HBO, Showtime Unlimited, The Movie Channel, STARZ, and much more.
- 45 commercial-free music channels.
- Interactive on-screen program guide.

Baja HDTV and DVR Service

Let your TV set like a home theater and get a true cinematic experience with Baja's High-Definition programming and DVR service.

- Record, pause, & rewind live TV with Baja's DVR service.
- Watch a live show while recording another, record two shows at the same time and maintain a library of your favorite programs with 20-40 hours of recording capacity.



Baja Broadband High-Speed Internet

Baja's High-Speed Internet Service lets you surf and download huge files at blazing fast speed without the hassle of dialing-up to access the Internet.

- Fastest speeds around, up to 100 Mbps!
- Always-on connection that doesn't tie up your phone line.
- Up to 5 e-mail boxes with 500 MB of storage.
- The ability to share photos and videos on your own web page.
- Access to superior security features for Pop-Up Blockers, Anti-Virus, Anti-Spam, and Anti-Spyware software.



Baja Broadband Digital Phone Service

With Baja's Home Phone Service, you can get:

- Unlimited local and long distance calling across all 50 states in the U.S., Puerto Rico, Guam & the U.S. Virgin Islands.
- All the popular calling features.
- Enhanced 911 that automatically transmits your address and phone number to emergency services.
- Easy installation that works with your existing phones and jacks. You can even keep your current phone number!

[CLICK HERE](#) for Baja's Home Phone Calling Rates.

Channel Lineups

Baja Full Basic Cable

Basic HD Tier *

HD Tier *

Digital Family Tier

Latino Tier

Contact Us

Media Relations Team



Local Contact Information

Customer Care #: 877-422-5282

Office & Payment Center

Address:
405 Stanley Avenue
Estes Park, CO 80517

Office Hours (MST):

Mon-Fri 8:00 am - 5:00 pm

Telephone Hours (MST):

Mon-Fri 7:00 am - 8:00 pm

Saturday 8:00 am - 6:00 pm

Equipment drop box available 24/7

outside office location

(Equipment returns via drop box
will be processed on the next
business day)

Attachment E

Pricing and Performance Measure Materials

The enclosed pricing materials depict the non-promotional rates for voice and high-speed broadband that are offered in the census blocks that are listed in the accompanying Form 505.

The enclosed Baja Broadband Internet Service Disclosures and Network Practices document details usage thresholds and latency performance standards—see highlighted sections.

NOTE: For ease of reference, preceding the pricing material are tables that group the census blocks listed on Form 505 by the city where they are located. The subsequent pricing documents reference the cities where these census blocks are located and are pertinent to all of the census blocks located in that city.

See Declaration of Timothy Ulrich for more details on the Pricing and Performance Measure Materials.

For ease of reference, the following tables group the census blocks listed on Form 505 by the city where they are located. The subsequent documents reference the cities where these census blocks are located and are pertinent to all of the census blocks located in that city.

ALAMOGORDO, NM

350350003041074
350350003041075
350350004011016
350350004021037
350350004021043
350350004024011
350350004024037
350350004024042
350350005002035
350350006021042

ALTO, NM

350279604002031
350279604002204
350279604002220
350279604002221
350279604002232
350279604002272
350279604002286
350279604002302
350279604002357
350279604002390

CAPITAN, NM

350279603001533
350279603001849
350279603002038
350279603002049
350279603002133
350279603002143
350279603002176

CARLSBAD, NM

350150004011042
350150007001082
350150007001099
350150007002698
350150007004830

CORTEZ, CO

80839693001001
80839693001060
80839693003034
80839694001000
80839694001013
80839694001018
80839694001025
80839694001061

ESTES PARK, CO

80690028011020
80690028012039
80690028012054
80690028012060
80690028012092
80690028012105
80690028013074
80690028021070
80690028023048
80690028023050
80690028023056
80690028024031
80690028024056
80690028031071
80690028031073
80690028031074
80690028031098

HOLLOMAN AFB, NM

350350006011117

RUIDOSO, NM

350279604002320
350279604002389
350279604002390
350279606001002
350279606001012
350279606002000
350279606002010
350279606002019
350279606002026
350279606004033
350279606004034
350279606004041
350279606004043
350279606004181
350279608001027
350279608001029
350279608001038
350279608001111
350279608002037
350279608002054
350279608002067
350279608002071
350279608002094

RUIDOSO DOWNS, NM

350279604002404
350279604002422
350279608002004

Service Options & Prices

All the entertainment you want, at a price you can afford.



Important: Before you review these retail rates, call Baja now to take part in its many competitive, permanent bundled and promotional rates, that are significantly lower than our standard stand-alone retail rates, shown below. The stand-alone rates shown below is pricing before any permanent and/or bundled discounts are applied.

Alamogordo • Boles Acres • Holloman Air Force Base • La Luz • Otero County • Tularosa

Cable TV

Limited Basic	\$32.95
Full Basic Cable	\$68.85
Baja Broadband Digital Services (<i>a-la-carte</i>):	
Family Tier*	\$10.50
HBO Multiplex	\$16.40
Cinemax Multiplex	\$10.40
Showtime Unlimited	\$16.40
Starz! Multiplex	\$11.40
Encore Multiplex	\$7.40
Baja High-Definition & DVR Services:	
HD/DVR*	\$20.60
Includes Baja Basic HD Programming Tier	
HD Tier** (Advanced)	\$6.00
Baja Broadband Pay-Per-View:	
Movies (each)	\$3.99
Adult & Events	Varies

Equipment (Rental & Purchase)

Digital Cable Receivers	\$8.65
Additional Digital Cable Receivers	\$8.65
Additional HD/DVR Receiver	\$12.70
Cable Modem Rental	\$3.25
Internet-only Docsis 2.0 Modem (purchase)	\$45.00
Wire Maintenance Fee (per month)	\$3.95

Equipment (Replacement Costs)

Digital Cable Receivers (standard, each)	\$195.00
HD/DVR Receiver (each)	\$526.00
Remote Control	\$10.00
Internet-Only Modem	Up to \$100.00
Internet/Phone Modem	Up to \$110.00
Wireless Modems	Up to \$120.00
Commercial Equipment	Varies

High Speed Internet

Econo Internet (5.0 Mbps)	\$38.00
Premium Internet (10.0 Mbps)	\$48.00
Ultra Internet (15.0 Mbps)	\$56.00
Mega Internet (30.0 Mbps)	\$64.00
Turbo Internet (45.0 Mbps)	\$72.00
Mach Internet (60.0 Mbps)	\$102.00
Warp Internet (100.0 Mbps)	\$202.00
Standard Modem Lease	\$3.25
Wireless Modem Lease	\$9.25

Home Phone Service

Unlimited Home Phone Service includes Unlimited Local and Long Distance calling across all 50 states in the U.S., Puerto Rico, Guam and the U.S. Virgin Islands, plus Free Calling Features such as Caller ID, Call Waiting, Call Forwarding, Repeat Dialing, Automatic Call Back, Three-Way Calling, Speed Dialing and Primary Listing.

Unlimited Primary Line	\$42.95
Unlimited Additional Line	\$32.95
Additional Home Phone Features:	
Voice Mail	\$3.00
Non-Published Number	\$2.31
Non-Listed Number	\$1.48
Call Blocking for Collect, Third Party,	
Outbound Caller ID & 900 calls – Free upon request	

Service Fees

Change of Service Address (Transfer)	\$19.95
Outlets - Unwired (hourly)	\$54.95
Additional outlets or relocate (At time of install)	\$17.95
Additional outlets or relocate (Separate trip)	\$24.95
Installation Fees (When applicable)	Starting at \$29.95
Reconnects	\$19.95
Other Service Charge Fees (hourly)	Starting at \$25.14
Returned Payment Fee	\$25.00
Past Due Fee	\$6.00
FCC Fee	\$0.08

IMPORTANT INFORMATION: Federal law requires subscription to the Limited Basic service (or where not available, the Full Basic Cable service) to receive any other level of video service. Depending upon your level of video service, a digital receiver may be required. All listed prices are for residential customers. The programs, packages, services, channels, number of channels, content, format, pricing and all other aspects of Baja Broadband's offerings are subject to change or discontinuance at any time. Prices (excluding connection fees, change of service fees, unreturned equipment, certain miscellaneous services, PPV) are monthly unless otherwise noted. You have the option to purchase set-tops from vendors approved and certified by Baja Broadband. Baja does not guarantee this equipment; it must be certified within the Baja operations to ensure compatibility. This equipment may not necessarily work in other cable TV operations other than Baja Broadband, or may not work with all present and future technologies and services at Baja Broadband. You can contact a certified Baja Broadband set-top vendor at Adams Cable Equipment (ask for Jose Flores), Telephone: 1-913-888-5100 or E-mail: jflores@adamscableequipment.com. For more information, please feel free to contact Baja at 1-877-422-5282. All services may not be available in all areas. Unless specified on this Service Options & Prices sheet, additional connection services are generally billed using the hourly service charge in 1/4 hour increments, or other charges depending on the service performed. All prices are subject to change. All prices exclude franchise fees, FCC fees, Broadcaster Retransmission Fee and applicable taxes. Baja Broadband reserves the right to institute different prices or terms & conditions for promotional purposes. *Requires subscription to Full Basic Cable. **Requires subscription to Basic HD Programming Tier (HD/DVR).



Customer Care: (575) 437-3101

Office & Payment Center Address: 901 N. Florida Avenue, Alamogordo, NM 88310

Office Hours: M-F 8:30am – 5:30pm (MST)

Service Options & Prices

All the entertainment you want, at a price you can afford.



Important: Before you review these retail rates, call Baja now to take part in its many competitive, permanent bundled and promotional rates, that are significantly lower than our standard stand-alone retail rates, shown below. **The stand-alone rates shown below is pricing before any permanent and/or bundled discounts are applied.**

Ruidoso • Ruidoso Downs • Alto • Capitan • Lincoln County

Cable TV

Limited Basic	\$32.95
Full Basic Cable	\$68.85
Baja Broadband Digital Services (<i>a-la-carte</i>):	
Family Tier*	\$10.50
HBO Multiplex	\$16.40
Cinemax Multiplex	\$10.40
Showtime Unlimited	\$16.40
Starz! Multiplex	\$11.40
Encore Multiplex	\$7.40
Baja High-Definition & DVR Services:	
HD/DVR*	\$20.60
Includes Baja Basic HD Programming Tier	
HD Tier** (Advanced)	\$6.00
Baja Broadband Pay-Per-View:	
Movies (each)	\$3.99
Adult & Events	Varies

Equipment (Rental & Purchase)

Digital Cable Receivers	\$8.65
Additional Digital Cable Receivers	\$8.65
Additional HD/DVR Receiver	\$12.70
Cable Modem Rental	\$3.25
Internet-only Docsis 2.0 Modem (purchase)	\$45.00
Wire Maintenance Fee (per month)	\$3.95

Equipment (Replacement Costs)

Digital Cable Receivers (standard, each)	\$195.00
HD/DVR Receiver (each)	\$526.00
Remote Control	\$10.00
Internet-Only Modem	Up to \$100.00
Internet/Phone Modem	Up to \$110.00
Wireless Modems	Up to \$120.00
Commercial Equipment	Varies

High Speed Internet

Econo Internet (5.0 Mbps)	\$38.00
Premium Internet (10.0 Mbps)	\$48.00
Ultra Internet (15.0 Mbps)	\$56.00
Turbo Internet (30.0 Mbps)	\$72.00
Mach Internet (60.0 Mbps)	\$102.00
Warp Internet (100.0 Mbps)	\$202.00
Standard Modem Lease	\$3.25
Wireless Modem Lease	\$9.25

Home Phone Service

Unlimited Home Phone Service includes Unlimited Local and Long Distance calling across all 50 states in the U.S., Puerto Rico, Guam and the U.S. Virgin Islands, plus Free Calling Features such as Caller ID, Call Waiting, Call Forwarding, Repeat Dialing, Automatic Call Back, Three-Way Calling, Speed Dialing and Primary Listing.

Unlimited Primary Line	\$42.95
Unlimited Additional Line	\$32.95

Additional Home Phone Features:

Voice Mail	\$3.00
Non-Published Number	\$2.31
Non-Listed Number	\$1.48
Call Blocking for Collect, Third Party,	
Outbound Caller ID & 900 calls – Free upon request	

Service Fees

Change of Service Address (Transfer)	\$19.95
Outlets - Unwired (hourly)	\$54.95
Additional outlets or relocate (At time of install)	\$17.95
Additional outlets or relocate (Separate trip)	\$24.95
Installation Fees (When applicable)	Starting at \$29.95
Reconnects	\$19.95
Other Service Charge Fees (hourly)	Starting at \$25.14
Returned Payment Fee	\$25.00
Past Due Fee	\$6.00
FCC Fee	\$0.08

IMPORTANT INFORMATION: Federal law requires subscription to the Limited Basic service (or where not available, the Full Basic Cable service) to receive any other level of video service. Depending upon your level of video service, a digital receiver may be required. All listed prices are for residential customers. The programs, packages, services, channels, number of channels, content, format, pricing and all other aspects of Baja Broadband's offerings are subject to change or discontinuance at any time. Prices (excluding connection fees, change of service fees, unreturned equipment, certain miscellaneous services, PPV) are monthly unless otherwise noted. You have the option to purchase set-tops from vendors approved and certified by Baja Broadband. Baja does not guarantee this equipment; it must be certified within the Baja operations to ensure compatibility. This equipment may not necessarily work in other cable TV operations other than Baja Broadband, or may not work with all present and future technologies and services at Baja Broadband. You can contact a certified Baja Broadband set-top vendor at Adams Cable Equipment (ask for Jose Flores), Telephone: 1-913-888-5100 or E-mail: jflores@adamscaleequipment.com. For more information, please feel free to contact Baja at 1-877-422-5282. All services may not be available in all areas. Unless specified on this Service Options & Prices sheet, additional connection services are generally billed using the hourly service charge in 1/4 hour increments, or other charges depending on the service performed. All prices are subject to change. All prices exclude franchise fees, FCC fees, Broadcaster Retransmission Fee and applicable taxes. Baja Broadband reserves the right to institute different prices or terms & conditions for promotional purposes. *Requires subscription to Full Basic Cable. **Requires subscription to Basic HD Programming Tier (HD/DVR).



Customer Care: (575) 257-5121

Office & Payment Center Address: 117 Vision Drive, Ruidoso, NM 88345

Office Hours: M-F 8:00am – 5:00pm (MST)

Service Options & Prices

All the entertainment you want, at a price you can afford.



Important: Before you review these retail rates, call Baja now to take part in its many competitive, permanent bundled and promotional rates, that are significantly lower than our standard stand-alone retail rates, shown below. The stand-alone rates shown below is pricing before any permanent and/or bundled discounts are applied.

Carlsbad • Eddy County • Loving

Cable TV

Limited Basic	\$30.62
Full Basic Cable	\$58.97
Baja Broadband Digital Services (<i>a-la-carte</i>):	
Family Tier*	\$16.95
Sports Tier*	\$5.55
Latino Tier*	\$6.45
HBO Multiplex	\$16.40
Cinemax Multiplex	\$10.40
Showtime Unlimited	\$16.40
Starz! Multiplex	\$11.40
Baja High-Definition & DVR Services:	
HD/DVR	\$20.60
Includes Baja Basic HD Programming Tier	
HD Tier** (Advanced)	\$6.00
Baja Broadband Pay-Per-View:	
Movies, Adults & Events	Varies

Equipment (Rental & Purchase)

Digital Cable Receivers	\$8.00
Additional Digital Cable Receivers	\$6.00
Additional HD/DVR Receiver	\$12.70
Cable Modem Rental	\$3.25
Internet-only Docsis 2.0 Modem (purchase)	\$45.00
Wire Maintenance Fee (per month)	\$3.95

Equipment (Replacement Costs)

Digital Cable Receivers (standard, each)	\$195.00
HD/DVR Receiver (each)	\$526.00
Remote Control	\$10.00
Internet-Only Modem	Up to \$100.00
Internet/Phone Modem	Up to \$110.00
Wireless Modems	Up to \$120.00
Commercial Equipment	Varies

High Speed Internet

Econo Internet (5.0 Mbps)	\$38.00
Premium Internet (10.0 Mbps)	\$51.75
Ultra Internet (12.0 Mbps)	\$63.71
Turbo Internet (20.0 Mbps)	\$72.00
Mach Internet (50.0 Mbps)	\$102.00
Warp Internet (100.0 Mbps)	\$202.00
Standard Modem Lease	\$3.25
Wireless Modem Lease	\$9.95

Home Phone Service

Unlimited Home Phone Service includes Unlimited Local and Long Distance calling across all 50 states in the U.S., Puerto Rico, Guam and the U.S. Virgin Islands, plus Free Calling Features such as Caller ID, Call Waiting, Call Forwarding, Repeat Dialing, Automatic Call Back, Three-Way Calling, Speed Dialing and Primary Listing.

Unlimited Primary Line	\$42.95
Unlimited Additional Line	\$32.95
Additional Home Phone Features:	
Voice Mail	\$3.00
Non-Published Number	\$2.31
Non-Listed Number	\$1.48
Call Blocking for Collect, Third Party,	
Outbound Caller ID & 900 calls – Free upon request	

Service Fees

Change of Service Address (Transfer)	\$15.00
Outlets - Unwired	\$39.96
Additional outlets or relocate (At time of install)	\$19.98
Additional outlets or relocate (Separate trip)	\$24.95
Installation Fees (When applicable)	Starting at \$29.95
Reconnects	\$19.98
Other Service Charge Fees	Starting at \$39.96
Returned Payment Fee	\$25.00
Past Due Fee	\$6.00
FCC Fee	\$0.08

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Customer Care: 575-885-4147

Office & Payment Center Address: 1092 North Canal, Carlsbad, NM 88220

Office Hours: Mon - Thu 8:30am - 5:00pm • Fri 9:00am - 5:00pm (MST)

Service Options & Prices

All the entertainment you want, at a price you can afford.



Important: Before you review these retail rates, call Baja now to take part in its many competitive, permanent bundled and promotional rates, that are significantly lower than our standard stand-alone retail rates, shown below. **The stand-alone rates shown below is pricing before any permanent and/or bundled discounts are applied.**

Cortez, CO

Cable TV

Limited Basic	\$33.20
Full Basic Cable	\$67.00
Baja Broadband Digital Services (<i>a-la-carte</i>):	
Family Tier*	\$10.50
Sports Tier*	\$8.90
HBO Multiplex	\$16.40
Cinemax Multiplex	\$10.40
Showtime Unlimited	\$16.40
Starz! Multiplex	\$11.40
Encore Multiplex	\$7.40
Baja High-Definition & DVR Services:	
HD/DVR*	\$21.60
Includes Baja Basic HD Programming Tier	
HD Tier** (Advanced)	\$6.00
Baja Broadband Pay-Per-View:	
Movies (each)	\$3.99
Adult & Events	Varies

Equipment (Rental & Purchase)

Digital Cable Receivers	\$9.65
Additional Digital Cable Receivers	\$4.65
Additional HD/DVR Receiver	\$12.70
Cable Modem Rental	\$3.25
Internet-only Docsis 2.0 Modem (purchase)	\$45.00
Wire Maintenance Fee (per month)	\$3.95

Equipment (Replacement Costs)

Digital Cable Receivers (standard, each)	\$195.00
HD/DVR Receiver (each)	\$526.00
Remote Control	\$10.00
Internet-Only Modem	Up to \$100.00
Internet/Phone Modem	Up to \$110.00
Wireless Modems	Up to \$120.00
Commercial Equipment	Varies

High Speed Internet

Econo Internet (5.0 Mbps)	\$38.00
Premium Internet (10.0 Mbps)	\$48.00
Ultra Internet (15.0 Mbps)	\$56.00
Turbo Internet (30.0 Mbps)	\$72.00
Mach Internet (60.0 Mbps)	\$102.00
Warp Internet (100.0 Mbps)	\$202.00
Standard Modem Lease	\$3.25
Wireless Modem Lease	\$9.25

Home Phone Service

Unlimited Home Phone Service includes Unlimited Local and Long Distance calling across all 50 states in the U.S., Puerto Rico, Guam and the U.S. Virgin Islands, plus Free Calling Features such as Caller ID, Call Waiting, Call Forwarding, Repeat Dialing, Automatic Call Back, Three-Way Calling, Speed Dialing and Primary Listing.

Unlimited Primary Line	\$42.95
Unlimited Additional Line	\$32.95

Additional Home Phone Features:

Voice Mail	\$3.00
Non-Published Number	\$2.31
Non-Listed Number	\$1.48
Call Blocking for Collect, Third Party,	
Outbound Caller ID & 900 calls – Free upon request	

Service Fees

Change of Service Address (Transfer)	\$23.95
Outlets - Unwired	\$49.95
Additional outlets (At time of install)	\$17.99
Relocate (At time of install)	\$10.00
Additional outlets (Separate trip)	\$29.99
Relocate (Separate trip – hourly)	\$49.95
Installation Fees (When applicable)	Starting at \$29.95
Reconnects	\$29.95
Other Service Charge Fees (hourly)	Starting at \$36.00
Returned Payment Fee	\$20.00
Past Due Fee	\$6.00
FCC Fee	\$0.08

IMPORTANT INFORMATION: Federal law requires subscription to the Limited Basic service (or where not available, the Full Basic Cable service) to receive any other level of video service. Depending upon your level of video service, a digital receiver may be required. All listed prices are for residential customers. The programs, packages, services, channels, number of channels, content, format, pricing and all other aspects of Baja Broadband's offerings are subject to change or discontinuance at any time. Prices (excluding connection fees, change of service fees, unreturned equipment, certain miscellaneous services, PPV) are monthly unless otherwise noted. You have the option to purchase set-tops from vendors approved and certified by Baja Broadband. Baja does not guarantee this equipment; it must be certified within the Baja operations to ensure compatibility. This equipment may not necessarily work in other cable TV operations other than Baja Broadband, or may not work with all present and future technologies and services at Baja Broadband. You can contact a certified Baja Broadband set-top vendor at Adams Cable Equipment (ask for Jose Flores), Telephone: 1-913-888-5100 or E-mail: jflores@adamscaleequipment.com. For more information, please feel free to contact Baja at 1-877-422-5282. All services may not be available in all areas. Unless specified on this Service Options & Prices sheet, additional connection services are generally billed using the hourly service charge in 1/4 hour increments, or other charges depending on the service performed. All prices are subject to change. All prices exclude franchise fees, FCC fees, Broadcaster Retransmission Fee and applicable taxes. Baja Broadband reserves the right to institute different prices or terms & conditions for promotional purposes. *Requires subscription to Full Basic Cable. **Requires subscription to Basic HD Programming Tier (HD/DVR).



Customer Care: (970) 565-4031

Office & Payment Center Address: 219 E. 1st Street, Cortez, CO 81321

Office Hours: M-F 8:00am – 5:00pm (MST)

Service Options & Prices

All the entertainment you want, at a price you can afford.



Important: Before you review these retail rates, call Baja now to take part in its many competitive, permanent bundled and promotional rates, that are significantly lower than our standard stand-alone retail rates, shown below. The stand-alone rates shown below is pricing before any permanent and/or bundled discounts are applied.

Estes Park • Larimer County

Cable TV

Limited Basic	\$32.70
Full Basic Cable	\$67.00
Baja Broadband Digital Services (<i>a-la-carte</i>):	
Family Tier*	\$10.50
HBO Multiplex	\$16.40
Cinemax Multiplex	\$10.40
Showtime Unlimited	\$16.40
Starz! Multiplex	\$11.40
Encore Multiplex	\$7.40
Baja High-Definition & DVR Services:	
HD/DVR*	\$21.60
Includes Baja Basic HD Programming Tier	
HD Tier** (Advanced)	\$6.00
Baja Broadband Pay-Per-View:	
Movies (each)	\$3.99
Adult & Events	Varies

Equipment (Rental & Purchase)

Digital Cable Receivers	\$9.65
Additional Digital Cable Receivers	\$4.65
Additional HD/DVR Receiver	\$12.70
Cable Modem Rental	\$3.25
Internet-only Docsis 2.0 Modem (purchase)	\$45.00
Wire Maintenance Fee (per month)	\$3.95

Equipment (Replacement Costs)

Digital Cable Receivers (standard, each)	\$195.00
HD/DVR Receiver (each)	\$526.00
Remote Control	\$10.00
Internet-Only Modem	Up to \$100.00
Internet/Phone Modem	Up to \$110.00
Wireless Modems	Up to \$120.00
Commercial Equipment	Varies

High Speed Internet

Econo Internet (5.0 Mbps)	\$38.00
Premium Internet (10.0 Mbps)	\$48.00
Ultra Internet (15.0 Mbps)	\$56.00
Turbo Internet (30.0 Mbps)	\$72.00
Mach Internet (60.0 Mbps)	\$102.00
Warp Internet (100.0 Mbps)	\$202.00
Standard Modem Lease	\$3.25
Wireless Modem Lease	\$9.25

Home Phone Service

Unlimited Home Phone Service includes Unlimited Local and Long Distance calling across all 50 states in the U.S., Puerto Rico, Guam and the U.S. Virgin Islands, plus Free Calling Features such as Caller ID, Call Waiting, Call Forwarding, Repeat Dialing, Automatic Call Back, Three-Way Calling, Speed Dialing and Primary Listing.

Unlimited Primary Line	\$42.95
Unlimited Additional Line	\$32.95
Additional Home Phone Features:	
Voice Mail	\$3.00
Non-Published Number	\$2.31
Non-Listed Number	\$1.48
Call Blocking for Collect, Third Party,	
Outbound Caller ID & 900 calls – Free upon request	

Service Fees

Change of Service Address (Transfer)	\$23.95
Outlets - Unwired	\$49.95
Additional outlets or relocate (At time of install)	\$14.95
Additional outlets or relocate (Separate trip)	\$24.95
Installation Fees (When applicable)	Starting at \$29.95
Reconnects	\$29.95
Other Service Charge Fees (hourly)	Starting at \$36.00
Returned Payment Fee	\$20.00
Past Due Fee	\$6.00
FCC Fee	\$0.08

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Customer Care: (970) 577-0199

Office & Payment Center Address: 405 Stanley Avenue, Estes Park, CO 80517

Office Hours: M-F 8:00am – 5:00pm (Closed Daily from 12:30pm – 2:00pm) (MST)

BAJA BROADBAND BROADBAND INTERNET SERVICE DISCLOSURES

Consistent with FCC regulations,¹ Baja Broadband provides this information about our broadband Internet access services. We welcome questions or comments about the information contained in these disclosures. You may contact Baja Broadband High Speed Internet Technical Support at (877) 321-6851 or Baja Customer Service at (877) 422-5282.

NETWORK PRACTICES

General Description. We provide a variety of Internet service offerings to our residential and commercial customers. Our broadband Internet access services include our High Speed Internet service offered through two technologies: (i) Cable modem technology offered to our residential and commercial customers; and (ii) Fiber-to-the-Premises (“FTTP”) technology offered only to our commercial customers. We provide these services over our broadband network and through third-party fiber optic lines connecting to the Internet. We monitor our network and traffic patterns and make changes we deem necessary to manage and improve overall network performance. We use reasonable, nondiscriminatory, network management practices to improve overall network performance to ensure a high-quality online experience for all users. Our network management practices do not target any specific content, application, service, or device. As network management issues arise and as technology develops, we may employ additional or new network management practices. We will update these disclosures as necessary.

Related Documents and Disclosures. Use of our Internet service is also governed by:

- Baja Broadband Entertainment Options & Pricing, available at <http://www.bajabroadband.com/images/downloads/baja-broadband-2014-rate-cards-combined-rev-1-21-2014.pdf>.
- Baja Broadband Acceptable Use Policy for Internet Services, available at http://www.bajabroadband.com/images/downloads/AUP-BajaBroadband_November-2011.pdf.
- Baja Broadband Frequently Asked Questions: Internet Access, available at <http://www.bajabroadband.com/index.php/faq>.
- Baja Broadband Privacy Notice, available at http://www.bajabroadband.com/images/downloads/Baja%20Broadband%20Privacy%20Notice_5.1.2013.pdf
- Baja Website Privacy Statement, available at <http://www.bajabroadband.com/index.php/baja-broadband-s-privacy-statement>.

Congestion Management. We describe in this section network management practices used to address congestion on our network.

Congestion management practices used.

Network Monitoring. We monitor our network for utilization trends. We receive regular reports showing changes in network traffic and congestion. We use this information to plan increases in bandwidth available, port additions, or additional connectivity to the Internet. Our goal is to have sufficient available bandwidth for our customers to enjoy the High Speed Internet services they obtain from us.

¹ 47 C.F.R. § 8.3 and *In re: Preserving the Open Internet, Broadband Industry Practices*, Report and Order, 22 FCC Rcd 17905 (2010).

Congestion Monitoring. We monitor congestion on our network. In the event that our network experiences congestion during peak periods all users will experience slower speeds until available bandwidth is restored in the network.

Network management – bandwidth caps. We use an industry standard best practice data usage threshold of 250GB over a thirty (30) day period for each of our residential High Speed Internet service packages to help us ensure that we meet the needs and expectations of all our High Speed Internet customers. To preserve adequate bandwidth availability for all subscribers and efficiently allocate shared resources, we reserve the right (with a 90 day advance notice) to enforce the bandwidth cap by limiting the bandwidth available to users that exceed the allowance under their service plans. Should conditions warrant our enforcing the cap, users who have exceeded their allowance may experience slower transmission speeds as we limit the bandwidth available to them for the remaining days within that calendar month.

Types of traffic affected. Our congestion management practices affect all traffic types equally.

Purposes of congestion management practices. Our Internet network is a shared network. This means that some of our customers share upstream and downstream bandwidth (commercial customers that utilize FTTP technology do not share upstream and downstream bandwidth). Our congestion management practices serve to:

- Help us adapt and upgrade our network to maintain or improve network performance as demand for our broadband Internet access service increases.
- Help us adapt and upgrade our network to maintain or improve network performance as demand for higher bandwidth applications increases. Some examples of higher bandwidth applications are gaming, streaming movies, and streaming high definition video.
- Help us maximize network availability for all users to experience speeds associated with, or closely associated with, the level of service they purchase.
- Help us identify potential bandwidth abusers using a substantially disproportionate amount of bandwidth.

Congestion management criteria.

Network Monitoring. Our network monitoring provides data to help us manage our network, equipment, technology, and connectivity to the Internet. We conduct network management practices in real time.

We use the data obtained through network monitoring to help us plan upgrades to our service packages, network, equipment, technology, and connectivity to the Internet. As demand for our broadband Internet access service increases, and as demand for higher bandwidth applications increases, we monitor effects on network performance and plan upgrades as we deem necessary. We also monitor traffic and generate reports showing end user usage for identification and management of customers' data usage on our network.

Protocol Prioritization. Not applicable.

Effects on end user experience: Periods of high network demand may result in Internet traffic congestion. Our congestion management techniques impact all users equally by slowing down Internet connection speeds during peak periods if congestion occurs. End users may experience reduced bandwidth availability or speed during these times. Our congestion management technique does not manage congestion based on the online activities, protocols, or applications that a customer uses.

Typical frequency of congestion. Network congestion occurs infrequently on our network. When it does rarely occur, customers could experience slower Internet transmission speeds, reception rates, and response times during peak consumption periods (7:00 pm to 1:00 am).

Application-Specific Practices. This section discloses any application-specific practices we use, if any.

Management of specific protocols or protocol ports. All ports and protocols are subject to our management practices. Specifically, we manage ports and protocols associated with high bandwidth usage during periods of peak congestion on our network to ensure equitable distribution of bandwidth to our customers.

Modification of protocol fields. Not applicable.

Applications or classes of applications inhibited or favored. Not applicable.

Device Attachment Rules. This section addresses any limitations on attaching lawful devices to our network.

General restrictions on types of devices to connect to network. We place no general restrictions on lawful devices that a customer may connect our network, so long as the device is: (i) compatible with our network; and (ii) does not harm our network or other users. Our High Speed Internet service works with most types of PCs and laptops including Macs, and other Internet compatible devices like game systems and Internet-enabled TVs. If a wireless router is connected to our High Speed Internet service, wireless Internet compatible devices including computers, tablets, smartphones, and other devices can connect to our network. If a customer or potential customer believes they have an unusual configuration, our customer service department will help determine if there is a compatibility problem. Below we detail the specific devices associated with the two underlying technologies of our High Speed Internet service, Cable Modem and Fiber-to-the-Premises ("FTTP").

Cable Modem. Our residential and commercial Internet service requires connection of a cable modem and/or cable router to our network. You can obtain a cable modem/router from us or you may purchase one from most retail electronics sellers. Only devices that have been fully certified by CableLabs as compliant with the DOCSIS 2.0 or DOCSIS 3.0 specifications may be used. Commercially-available DOCSIS 3 compliant modems are currently being tested by Baja Broadband. For a recommended list of DOCSIS 3 devices please contact Baja Customer Service at (877) 422-5282.

Fiber-to-the-Premises. To use our commercial High Speed Internet service delivered via FTTP, we must install a Media Converter or Optical Router at the customer premises. The Media Converter or Optical Router then connects via a cable to a customer provided device (e.g. Switch, Hub, etc). If an FTTP customer has a question about their network setup, our commercial technical support team will help. Please contact your Sales Account Representative for assistance.

Network and End User Security. We use a variety of industry standard practices to help protect our network from harmful attacks, manage our network's security, and attempt to ensure the security of the network for our end users. This Section provides the general description of these practices, including triggering conditions that cause a security mechanism to be invoked. Please note that despite our best efforts to secure our network, we cannot guarantee the security of our network against all attacks and threats. Users are advised to take steps to further protect their information and systems.

Hostile port blocking: We block known hostile ports detected by our monitoring tools to prevent the transfer of unwanted files that may contain threats to our network security, such as browser hacking and virus attacks.

Virus and Spam filtering: We filter our email service and web hosting services (including files uploaded through our File Transfer Protocol server) for potentially malicious or unwanted content. We use industry standard virus and email spam scanning and prevention techniques as part of our filtering. Should an email message be found to contain a virus or other harmful content, the message will be deleted without notification given to either the sender or the intended recipient(s).

Routine monitoring. We perform routine audits to locate and remove any previously unknown or unauthorized cable modem devices on our network.

Additional resources. We make available through our website additional information regarding the network security practices we undertake. Our Acceptable Use Policy, available at www.bajabroadband.com/images/downloads/AUP-BajaBroadband_November-2011.pdf; Frequently Asked Questions section of our website, available at <http://www.bajabroadband.com/index.php/faq>; and resources available through the "My Account" web portal that we provide users, available at <http://myaccount.beyondbb.com/>, all provide additional information regarding the industry practices we undertake to protect and secure end-user services.

PERFORMANCE CHARACTERISTICS

General Service Description. Our High Speed Internet service enables a customer to connect an Internet-enabled device to our network. Through our High Speed Internet service, we serve as a local Internet service provider. Our High Speed Internet service enables residential and commercial subscribers to access all lawful content, applications, and services of their choice available on the Internet. The equipment required to connect a computer or other device to the Internet depends on the type of High Speed Internet service used. For example, our cable modem Internet service requires a cable modem, while our Fiber-to-the-Premise (FTTP) requires a Baja Broadband media converter or optical router.

Service technology. We deliver our High Speed Internet service through two different service technologies, cable modem technology for our residential and commercial customers and FTTP technology available only to our commercial customers. The equipment required to connect a computer or other device to the Internet depends on the type of High Speed Internet service used. Our cable modem network is a shared network, which means that our customers share upstream and downstream bandwidth. Commercial customers that utilize FTTP technology enjoy dedicated bandwidth.

Expected and Actual Speeds and Latency.

Expected performance. We offer our residential and commercial customers a variety of high speed Internet plans. A complete description of the transfer speeds provided with each specific product offering for residential and business customers is available at Baja Broadband Entertainment Options & Pricing, available at <http://www.bajabroadband.com/images/downloads/baja-broadband-2014-rate-cards-combined-rev-1-21-2014.pdf>.

Speed. The speeds we identify for each Internet access service level are the maximum upload and download speeds that customers are likely to experience. We provision our customers' modems and engineer our network to deliver the speeds to which our customers subscribe. However, we do not guarantee that a customer will actually achieve those speeds at all times. A variety of factors can affect upload and download speeds, including customer equipment, network equipment, congestion in our network, congestion beyond our network, performance issues with an Internet application, content, or service, and more.

Latency. Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

Actual speed and Latency Performance. Actual speed and latency performance for our cable modem Internet service and Fiber-to-the-Premises (FTTP) follows.

Cable modem service. Actual speed and latency may vary depending upon network conditions and other factors. Actual performance of our Internet access service in most cases should conform to national wireline broadband Internet speed and latency levels reported by the FCC.² The FCC has reported that customers of coaxial cable-based broadband Internet services receive mean download speeds that are within 93% of advertised speeds during non-peak hours, and 85.7% of advertised speeds during peak hours.³ In addition, the FCC has reported that these same customers experience average latency⁴ delays of 28 milliseconds, increasing by an average of 30 milliseconds during peak hours.

² See FCC's Office of Engineering and Technology and Consumer Affairs Bureau, *Measuring Broadband, A Report on Consumer Wireline Broadband Performance* in the U.S., OET CGB DOC-308828A1, pp. 4-6 (Aug. 2, 2011) (available at: http://transition.fcc.gov/cgb/measuringbroadbandreport/Measuring_U.S._Main_Report_Full.pdf).

³ The FCC has defined peak hours measured during "busy hour" as weeknights between 7:00 pm and 11:00 pm local time.

⁴ The FCC has defined latency is the total length of time it takes a signal to travel from an origination point to the nearest server, plus the time for an acknowledgement of receipt to travel back to the origination point. The nearest server is the server providing the minimum round trip time.

Fiber-to-the-Premises. The FCC has reported that customers of fiber based broadband Internet services receive mean download speeds that are within 114% of advertised speeds during non-peak hours, and 113.5% of advertised speeds during peak hours. In addition, the FCC has reported that these same customers experience average latency delays of 17 milliseconds, increasing by an average of 18 milliseconds during peak hours.

Customer speed test. Baja Broadband provides speed tests to our customers, available at <http://speedtest.bajabroadband.com>.

Suitability of the service for real-time applications. Our residential and commercial Internet services are suitable for typical real-time applications including messaging, voice applications, video chat applications, gaming, and Internet video. If users or developers have questions about particular real-time applications, please contact Baja Broadband High Speed Internet Technical Support at (877) 321-6851 or Baja Customer Service at (877) 422-5282.

Specialized Services. We provide below information regarding our specialized services.

Specialized services offered to end users. We offer several specialized services over our network, sharing network capacity with our High Speed Internet service (i.e. VoIP – Voice over Internet Protocol).

Effects of specialized services on availability and performance of broadband Internet access service. Our specialized services have no effect on the availability and performance of our High Speed Internet service.

COMMERCIAL TERMS

Prices. Monthly prices for our Internet broadband service and related services are available on our website, available at :

bajabroadband.com/images/downloads/baja-broadband-2014-rate-cards-combined-rev-1-21-2014.pdf.

Bandwidth caps. We use an industry standard best practice data usage threshold of 250GB over a thirty (30) day period for each of our residential High Speed Internet service packages to help us ensure that we meet the needs and expectations of all our High Speed Internet customers. We may offer additional higher bandwidth service tiers at an additional cost to residential customers who find that the 250GB data usage threshold does not meet their needs. Customers may view their own usage data for the month by accessing their account in the MyAccount web portal.

To preserve adequate bandwidth availability for all subscribers and efficiently allocate shared resources, we reserve the right (with a 90 day advance notice) to enforce the bandwidth cap by limiting the bandwidth available to users that exceed the allowance under their service plans. These customers may experience slower transmission speeds as we limit the bandwidth available to them for the remaining days within that calendar month. For an example of the kind of activity that would exceed our standard data usage allowance, please see our Data Usage Frequently Asked Questions, available at http://www.bajabroadband.com/images/downloads/AUP-BajaBroadband_November-2011.pdf.

Usage based fees. If residential users exceed their data usage allowance of 250GB in a thirty (30) day period, users may be subject to a per MB monthly overage charge for every MB over the 250GB limit. The overage rate is determined annually and is subject to change at the beginning of every calendar year. If a customer potentially subject to overage charges purchases an

additional higher bandwidth data usage tier, the overage charge will not be applied to his or her account unless the customer's data usage exceeds the combined limit of the standard 250GB data usage plus the additional data usage purchased. Ninety days in advance of the application of any usage fees to a customer account, Baja will send a bill message notification.

Fees for early termination. Early termination fees only apply to Baja Broadband subscribers that have subscribed under fixed term contracts, in accordance with the terms of those contracts.

Fees for additional network services. Not applicable.

Privacy Policies. We reserve the right to disclose network traffic information to third parties solely for purposes of providing and maintaining our Internet service product or if required by law. For further information on our privacy policies see our Privacy Notice, available at http://www.bajabroadband.com/images/downloads/Baja%20Broadband%20Privacy%20Notice_5.1.2013.pdf.

Inspection of Network Traffic. We routinely monitor network and traffic patterns.

Traffic monitoring. Viruses, worms, Trojans, and other "malware" or "spyware" pose a significant threat to our network and users. In an effort to minimize these threats, Baja Broadband constantly monitors the activity and traffic patterns of its network. If we reasonably determine that traffic from a user customer is some form of harmful traffic, we will suppress the flow of some or all of the traffic from the user until we determine the traffic has ceased or that the traffic is legitimate traffic. We also monitor traffic and generate reports showing end user usage for identification and management of customers' data usage on our network.

Virus and Spam filtering. We filter email and web space traffic for virus activity and Spam using industry standard virus scanning and prevention techniques.

Storage of network traffic information for cable modem Internet service. Dynamic Host Configuration Protocol (DHCP) information is a code included in all network traffic that associates that traffic with a particular cable modem sending or receiving the traffic. We store DHCP information for at least three months.

Provision of network traffic information to third parties. We may disclose network traffic information to third parties solely for purposes of providing and maintaining our Internet service product or if required by law.

Use of network traffic information for non-network management purposes. None.

Redress Options.

Practices for resolving end-user and edge provider complaints and questions. End users or edge providers with complaints or questions should contact Baja Broadband High Speed Internet Technical Support at (877) 321-6851 or Baja Customer Service at (877) 422-5282.

Questions. We will endeavor to answer questions promptly via email or voice.

Complaints. We will provide an initial response within 15 business days of receipt. We will attempt to resolve complaints informally, escalating the matter to senior management if needed.